

Resolution Dynamics, Inc.
Specializing in:
Organization Development and Management Training

RDI's COMMITMENT TO IMPROVING THE CLIENT'S PERFORMANCE

RDI specializes in helping organizations plan, improve quality, enhance performance and solve problems. We accomplish these goals through creative interventions, grounded in sound organization development and training methodologies.

RDI develops customized solutions to fulfill each client's special organizational needs. We take pride in designing and delivering top quality training and organization development services.

Incorporated in 1988, RDI has grown steadily, continually improving and expanding our services. RDI principals each have over 20 years in organization development and training. Additionally, our extensive staff of associates allows us to respond rapidly to a broad range of client needs.

ORGANIZATION DEVELOPMENT SERVICES

Assessment, Survey and Feedback

RDI analyzes group and organizational dynamics through the use of data gathering techniques such as assessment instruments, written surveys, interviews, focus groups and direct observation. We use psychometrically-sound commercial and in-house products, including 360 degree methods. Based on collected data, RDI provides feedback to both groups and individuals, with recommendations for strategies to promote positive change.

Planning and Organizational Change

RDI assists clients in promoting planned change through the use of such methodologies as strategic planning and project planning, with a focus on integrating an organization's mission, core principles, values, goals and objectives into workable operating plans. These methods often involve process consultation on group and individual behavior patterns which emerge in the change process, and may include development of a comprehensive strategy for an organization's cultural transformation.

Diversity Services

Creating organizational environments that work for all who have a contribution to make -- regardless of their race, gender, sexual orientation, age, physical challenge, language, religion, or other personal identity characteristics -- is a goal most organizations pursue. RDI supports organizations in clarifying their commitment to this diversity goal. Cultural audits, awareness training, systems consultations, coaching, facilitated dialogues and learning circles are some of the approaches we offer as part of our diversity services.

Team Development

To foster improved teamwork, whether in start-up teams, existing teams, or as part of the organization's transition to a team-based structure, RDI provides basic team skills training, facilitates team building, and furnishes ongoing support as needed. Our consultants assist teams in clarifying their charter,

agreeing on goals, dealing with leadership issues, defining roles, collaborating on problem solving, managing conflict, and building consensus.

Conflict Resolution

RDI's approach to conflict management emphasizes shared goals, authentic communication, and mutual respect. Our services include mediation and appreciative inquiry methods for strengthening work relationships. Additionally, RDI uses coaching techniques that enable working pairs to accomplish shared tasks more effectively.

Executive Coaching

An RDI consultant works as advisor to a senior executive to help that person plan, think through issues and problems, and consider possibilities and alternatives. Such coaching may also include one-to-one training in topics such as contemporary leadership and organizational change processes.

Performance Enhancement

RDI assists organizations in conceptualizing and implementing a long-term focus on performance enhancement. Key principles include employee participation, goal alignment, empowerment, systematic planning, quality process design, customer service, and results measurement. Our consultants provide support for the development of effective performance management systems using techniques such as benchmarking, evaluation, feedback, process mapping, and process reengineering.

MANAGEMENT AND EMPLOYEE TRAINING PROGRAMS

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| ● Managing Change | ● Communication Skills |
| ● Small Group Dynamics | ● Managing Stress |
| ● Leadership Skills | ● Problem Solving |
| ● Management and Supervisory Practices | ● Project Planning |
| ● Team Skills | ● Training of Trainers |
| ● Conducting and Participating in Meetings | ● Performance Management |
| ● Facilitation Skills | ● Customer Services |
| ● Managing Management Time | ● Managing Difficult Employees |
| ● Performance Appraisal | ● Process Design |
| | ● Customized Courses by Request |

OUR SERVICE STANDARDS

- Provide positive changes that contribute to organizational objectives.
- Respond with genuine concern for client needs.
- Communicate accurately.
- Work flexibly and dependably.

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